Identify Current Hot Issues

(February 10, 2005 meeting)

Issue (forwarded to ERP Team)	Action
Accounts Payable issues – a) Sometimes an invoice is submitted for payment and it appears in the system as "vouchered," but the "scheduled to pay date" has passed, and the check does not appear to have been processed. Does Accounts Payable get a printout of the vouchers that are in limbo waiting for some attention? Is there a solution to this apparent issue? b) Can the travel reimbursement form be modified to accommodate the total expenses of the trip, including the non-reimbursable items (e.g. prepaid or Pcard expenses)? This would be helpful for departmental approval and audit purposes. c) There are problems with processing CCF invoices.	a) If the invoice is tied to a Purchase Order then it might be because there is a price variance and the invoice needs to go back to purchasing to approve. The voucher will not pay until the exception is resolved. There is someone who looks at these several times a week. Another problem might be a budget error that needs to be corrected. We are still developing procedures on handling these issues. b) The form is being reviewed. c) Need more information.
E-procurement issues – a) Purchase requisitions are getting "hung up" in the system. When you click on the status/approver box, you discover that the requisition has not been routed to anyone. Actions that seem to remedy the situation are: reopen the req., save, and resubmit; change something in the req, save, and resubmit. This seems to be a waste of time. Is anyone aware of this problem and is any action being taken to resolve it? b) If a requisition was created with a certain amount (a blanket PO), how can we request an increase or decrease in that amount?	a) Users should hit save and submit whenever dealing with requisitions. If after they have click Save and Submit, they decide to review, change or select any of the links associated with this req., they will have to click Save and Submit again! One way to tell if the requisition is saved properly is to look for the requisition number at the bottom of the Requisition Summary Screen. If you don't see it. Click Save and Submit again. Another way to see if the requisition was saved is to have the user go the Manage Requisitions>Approval Status. If only the requestors' name is shown, this means that the requisition was not SAVED. In this case you can go to the edit pencil on the Manage Requisition screen. This will take you to the Requisition Summary page where you can Save and Submit. b) If an increase is needed to an existing Blanket PO, a PS requisition will need to be created. The description should state "Increase of $500 for existing PO ZL3892W". If there is a need to decrease an existing PO, the user can just send an email to the Purchasing Buyer.
General Ledger issues – a) We have ben told that supplementals are not needed for salary adjustments. What about non-salary journals? b) A journal was done to post a termination check to my operating account. The employee was terminated in August 2004, but the journal was not done until December 2004. Since this employee is no longer on my distribution, I can't change the account charged through a salary adjustment. How can this be done?	a) Supplementals continue to be a requirement for non-salary journals. These should be forwarded as back-up to Grants Accounting as usual. Salary journals greater than 120 days must also include a supplemental. b) This can be accomplished through the HCM system and should not be done via the General Ledger (non-salary journal)
Reports issues – a) How soon after payroll runs will salary distribution and salary analysis be available? b) Corporate Express continues to be a problem. Why can't the Internet order number appear on the expense statements? Administrators don't always get packing	a) Salary reports will be available at the same time as the other financial reports. b) Corporate Express is working on a programming change to update the description to the following format: CEXP:######### / ######### which will include both the

slips; not having the original order number appear on the statements makes tracking difficult.	warehouse order number and internet order number respectively.
General issues – a) Communication to users concerning availability of new features, "bugs", etc. is not consistent. b) Spherion charges are still incomprehensible. We need to at least see the week of service in order to determine whether charges are correct.	a) The ERP web site is the primary vehicle for communicating changes / problems to end users. b) There is a query available to all reporting users that will give you this information. The query name is CWQ_Spherion_Recon_Query.
HCM (payroll processing) issues – a) When will the previous month's payroll be available for adjustment? b) I placed a payment request for additional compensation for an employee into PS. It apparently "saved" since no error message was generated. However, it would be extremely helpful if the system would acknowledge the "transaction." I could find no way to determine whether the transaction was accepted/approved/processed, the date of the transaction, amount, etc. In other words, I don't have a "copy" of the "blue voucher." So, if there is a problem or issue, how do I verify that a transaction was entered and see the details of that transaction, including the speedtypes charged? c) Finding the Payroll Department's cut-off dates is not a simple matter. If the cut-off dates themselves cannot appear on the sign-in page, could a link to them be there? If we want people to meet deadlines, it is counter-productive to make it difficult to find the deadlines. d) The salary distribution does not state the time period. This is critical information. e) Is there a way to print out an adjusted distribution so that the period being adjusted appears? We need to have complete backup for our files. f) Is there a way to keep the monthly timesheets separated from one another. Before payroll ran you had to look at both January and February. As approvers this made it difficult to see what still needed approving since there was additional time added to the timesheet with February, and the status went back to Needs Approval. We had to open up each individual again to double check. This was/is very time consuming, especially when only two people are currently approving all exempt and non-exempt timesheets.	a) On or about the eight work day of the following month. b) Manager Self-Service, Case Time Reporting, Payment Request History c) We are working on making the cutoff dates easier to remember. They will not be posted inside of HCM, but will be on the Payroll home page, as well as a link from the ERP Project web page d) You are always adjusting the current distribution. Whatever shows up on the screen is what will be processed. This ties into the cutoff dates. e) This is indicated by the Pay Period End Date. f) It is not possible to separate the timesheets. We ar almost finished developing a report that approvers can run to identify unapproved time. You will be able to enter a date parameter so that you can find all time not approved as of the end of the month, for example.
HCM (time & attendance tracking) issues – a) If a part-time exempt employee has no exception time to report, that person's time can't be approved. b) If salary distribution can be used as a source for default speedtypes for exempt employees, why can't the previous month be used as a source for non-exempt employees? c) I want to print out a student's time sheet for a discussion. How can I print out this information? I don't see a mechanism to do this other than doing a screen shot. d) I am trying to approve the time for a student. When I go in, I see he is listed as NWS, when he is actually WSR as verified by Student Employment. I change the status to WSR, approve it, save it, and get the following message:	a) Need more information. Can you provide examples? b) Per FLSA guidelines, non-exempt employees must positively report where their hourly time is spent. We are looking at options to make the non-exempt time entry process easier. c) Currently, the best place to do this is a screen shot from Manager Time Entry History. We can look at creating a report. d) Please contact Susan Alexander.

"Warning -- The Total Hours worked are greater than 8. (26000,16). Please make sure that the time entered and the Total Hours are correct before proceeding." I hit OK and nothing happens; the entry stays on the screen. If I go to manager time entry, it is listed as not being approved and the student's status is back to NWS. If I hit cancel, it takes me back to the time sheet and none of the changes are there. The final fix was to hit "OK" for every instance in which the student worked over 8 hours. There should be some message that indicates the need to OK every student report of working over 8 hours. e) The salary distribution does not state the time period. This is critical information. f) Is there a way to print out an adjusted distribution so that the period being adjusted appears? We need to have complete backup for our files. g) Now that we have a full month of data for part-time employees, why can't their standard hours prepopulate? h) When will the vacation and sick balances reflect the November and December updates? i) When will staff be able to see newly-accrued vacation time? When does reported vacation and sick time get subtracted from the balances? How soon after an anniversary will the new sick time be awarded and posted? j) Please give some examples of the proper way to post overtime for non-exempt staff on the timesheets. Please include examples that include holiday, sick, and/or vacation time in a week that includes overtime.	e) See response above. f) See response above. g) See response above. h) If you have submitted the balances changes to ERPHCM, they should be in there now. The changes do not take affect until the Leave Accrual program runs after the first of the following month. i) Same as (h) j) See below.
HCM (personal benefits) issues –	

Time and Labor System in PeopleSoft performs best if each person who plays a part in the payroll process regularly does his/her part to keep things running smoothly. This means that each employee (exempt and non-exempt) should enter time as often as possible (preferably at least weekly, but can even be daily), and approvers should review and approve time weekly. Without regular reporting and review/approval of time, it becomes more difficult to ensure that everyone is paid correctly. The steps below briefly outline the process in producing pay each pay period.

Time Entry is something that can be done at any time of day. Anyone who has access to a computer with Internet access can reach the University website and record time. Although Human Resources is recommending that employees enter time daily, weekly entry is permitted. Think of PeopleSoft's time entry screens as an electronic equivalent of the time sheets or vouchers you used in 2004. The screens themselves are user-friendly and should be quite easy for anyone familiar with using web pages.

By entering your own time, you assume a large part of the responsibility in ensuring that your pay is correct. Entering time in a regular and timely fashion makes it easier to find problems before payroll runs. It only takes a few minutes each day.

It is important that the time be examined for exceptions as soon as possible so problems can be resolved early, and not at the last minute. Just as you should encourage your employees and co-workers to enter time as often as possible, supervisors should take a few minutes each day to examine the time. This way problems can be solved early -- before time is due to be sent to payroll.

Approval of time is the crucial final step involved in paying an employee. Preferably at least by the end of the work week, time will be reviewed for accuracy and electronically 'signed' as approved. Anyone designated as an approver should realize the importance of being available to approve employees' time in at least weekly.

It is also important that approvers realize they can only approve time if it has been entered and PeopleSoft has had a chance to check time. If time is not being entered regularly and needs to be caught up, you will have a very small time frame in which to approve it.

Approval is more than just pressing a button. Look at your employees' time and make sure it matches your recollection of when they worked. Apply the same scrutiny that you would have used on timesheets and/or voucher cards. Remember, you have final control of your employees' pay. You *must* approve time in order for the paycheck to be issued for all non-exempt and exempt employees. No corrections can be made after you've approved the time until the next pay period. Both your employees and Human Resources will be counting on you to do this. It is your most important duty as a supervisor.

Time and Labor in PeopleSoft brings a change in roles for many people, but it also gives each person more responsibility over his/her own time. It also shifts the emphasis from the collection and entry of at the end of the pay period to a more gradual process where time is built up and entered daily and approved at least weekly. While people may initially find themselves doing a little more each day, the end result will be a more efficient system that sacrifices a very small part of the work day in exchange for a more relaxed schedule that puts less emphasis on getting everyone’s time entered in one day. But the crucial element is that everyone must be aware of the implications if they don't regularly do what is expected—i.e., it will make it more difficult to ensure that everyone is paid accurately and in a timely fashion.

Time Entry Example

An employee is scheduled for a 37.5 hr/week and worked 44.50 hour/week.

Day of Week	TRC	Hours worked
Monday	REG	9.5
Tuesday	REG	7.5
Wednesday	REG	9.5
Thursday	REG	10.5
Friday	REG	0.5
Friday	OTS	2.5
Friday	OTP	4.5

Non-exempt employees will record straight over-time for hours over 37.5 see OTS.
For all hours in excess of 40hr/week see OTP.

Holiday

If there is a holiday during the week, time entry will occur as follows:

Assume a non-exempt employee worked 7.5 hours on the holiday

Day of Week	TRC	Hours	
Monday	HOL	7.5	Add a line
Monday	OTP	7.5	
Tuesday	REG	7.5	
Wednesday	REG	7.5	
Thursday	REG	7.5	
Friday	REG	7.5	

If the employee is non-exempt and works a 40 hour/week schedule, below find an example of the time entry.

Day of Week	TRC	Hours
Monday	HOL	8.0
Tuesday	REG	10.0
Wednesday	REG	8.0
Thursday	REG	8.0
Friday	REG	6.0 add a line
Friday	OPT	2.0

For purposes of calculating overtime, a holiday will be included in determining the work time for the week.

For non-exempt employees

It is important to keep the holiday pay hours separate from the overtime paid for working the holiday. Holiday pay will not be charged to your department.